

CALIFORNIA RELAY SERVICE  
Average Monthly Outbound Call Volumes

1987	149,449	
1988	221,989	
1989	241,167	
1990	253,741	
1991	294,294	
1992	424,569	
1993	521,833	
1994	602,587	
1995	642,137	(January through June)

B. Billable Minutes

For the most recent month (June of 1995), these calls translated to a total of 2,685,264 billable minutes of service for the month. Sprint does not invoice the DDTP for call minutes associated with interstate or international calls. The average length of calls into CRS has remained between 6 and 7 minutes since the service began. This call length includes total "work time" of the CRS operator, from the time the inbound call is answered by a live operator, to the time that both parties have disconnected the call.

Total monthly billable minutes recorded and invoiced to the DDTP by the current CRS provider for the most recent twelve-month period are as follows:

1994	
July	2,420,105
August	2,659,336
September	2,496,288
October	2,480,943
November	2,450,222
December	2,472,091
1995	
January	2,655,123
February	2,364,411
March	2,715,286
April	2,509,230
May	2,683,423
June	2,685,264

## SECTION 4. PROPOSED STATUS OF CRS

### I. INTENT OF THE BID

This IFB is designed to solicit price bids from qualified providers to complete calls made through CRS. In this new environment, CRS will function as a statewide service, rather than a discrete center through which CRS calls are relayed. Multiple providers will be allowed to relay CRS calls, provided that each individual provider

- 1) affirms that it will provide service in accordance with the minimum service standards detailed in this bid document,
- 2) agrees to be compensated for providing the stated service at the specific per minute reimbursement rate established through this bid process, and
- 3) signs and implements a Master Agreement with the DDTP, detailing the contractual terms and conditions related to providing the stated service in California.

### II. FEATURES OF THE NEW SYSTEM

#### A. Minimum Standards

The minimum standards described in this bid document are required of all providers. Bidders should base their bid prices on the costs necessary to meet these minimum standards. The DDTPAC acknowledges that certain other service features may be offered by providers, but any features or functions above and beyond these minimum standards are to be provided at the vendor's expense. The DDTPAC will not pay or reimburse any providers for the provision of features or functions which are an enhancement to the minimum standards. At the same time, the DDTPAC encourages vendors to develop means for providing any service enhancements that could be valuable to users. Nothing in this Master Agreement shall prevent providers from offering service features to users that are not included in these minimum standards and charging users directly for the features, consistent with the FCC's requirements on charges for TRS services.

#### B. Mandatory-Optional Items

##### 1. Definition

In addition to the minimum standards required in this bid, bidders will also be required to provide a separate monthly price for two Mandatory-Optional items: Speech-to-Speech service and Video Relay. These items are described in the Technical Requirements section. The DDTP may choose to purchase and offer these items or not, but all bidders must quote a separate monthly price to provide these two items. A bidder's ability to be considered for the primary provider status will not be affected by that bidder's price in response to the Mandatory-Optional items.

These two services are not yet offered by the DDTP and will not be offered until approved by the DDTPAC and the Public Utilities Commission. The requirement that carriers bid on these indicates that the

DDTP is considering offering these services, but does not indicate that the DDTP has decided to offer them, or been authorized to offer them by the Public Utilities Commission.

2. Pricing

All bidders must provide a separate monthly price to offer both of the Mandatory-Optional items. The monthly price quoted must include all costs the bidder would incur to offer the stated item in conjunction with the minimum service requirements for CRS. If the DDTP does decide to purchase and offer either one or both of the Mandatory-Optional items, the price paid to providers will be the monthly price quoted by the lowest bidder for the Mandatory-Optional items who also elects to offer CRS services. The DDTP may award the Mandatory-Optional items to only one bidder. The provider designated to provide either one or both of the Mandatory-Optional items may or may not be the primary provider.

3. Right to Modify

The DDTP reserves the right to terminate or re-define the Mandatory-Optional items and the basis of compensation.

C. Use of Existing CRS 800 Numbers

The DDTPAC plans to retain the current voice and TTY 800 numbers used to reach CRS. The qualified bidder submitting the lowest per minute price in response to this IFB will be awarded the use of the existing 800 numbers and may use those numbers to route CRS calls to the bidder's new or existing TRS center(s). The per minute price submitted by the winning bidder will be the price used by the DDTPAC to reimburse call minutes completed by all other qualified providers who choose to relay CRS calls.

D. Primary and Secondary Providers

The winning bidder, who also receives use of the current CRS 800 numbers, will be designated as the primary CRS provider. Other qualified providers who choose to provide service will be designated as secondary providers.

Secondary providers may establish and advertise 800 numbers (or other toll-free access numbers) to be used within California by users wishing to make calls through CRS. The primary provider may also advertise and use other 800 numbers (in addition to the existing CRS 800 numbers) to route calls to CRS. CRS calls made to the 800 numbers or other toll free access numbers of the primary and secondary providers may be routed to the providers' new or existing TRS center(s). The 800 numbers may also be available for access by users outside of California, but the DDTPAC will only reimburse providers (both the primary and secondary providers) for California intrastate calls.

Interstate and international call reimbursement is available through the National Exchange Carrier Association, Inc. (NECA).

- E. Invoices  
All providers will be required to submit monthly invoices to the DDTPAC (in accordance with the requirements of this IFB), detailing the number of calls and minutes relayed by that provider for the previous month for intrastate calls originating in California. The DDTPAC will approve payment to providers on a monthly basis, based on these invoices, at the specified per minute rate for the minimum required service and at the specified monthly rate for the Mandatory-Optional items.
- F. Reports  
All providers will also be required to submit monthly reports to the DDTPAC detailing numerous service quality and other statistical measures, such as average speed of answer, blockage rate, number of VCO and HCO calls relayed, number of local and toll calls relayed, etc. Additionally, all providers will be required to submit to the DDTPAC monthly reports summarizing customer contacts and complaints and outreach, advertising, and promotional activities performed during the previous month. The specific content of these monthly reports is specified within this bid document. These monthly reports will be considered public information, and will be reviewed by DDTP Staff and the three DDTP committees at their discretion.
- G. CRS Call Revenues  
All providers will be required to remit monthly to the DDTP all revenues collected from customers for intrastate toll or long distance calls made through CRS. Providers will be reimbursed for the costs of relaying these CRS calls through the per minute rate that will be established through this bid process and that will be paid for all billable call minutes.
- H. Provider Representation on Administrative and Advisory Committees  
The primary provider will be required to designate a representative to serve as a non-voting member on the Deaf and Disabled Telecommunications Program Administrative Committee (DDTPAC) and to designate a representative to serve on the California Relay Service Advisory Committee (CRSAC) as a non-voting member. The primary provider may designate a representative to serve as a non-voting member on the Equipment Program Advisory Committee (EPAC).
- The secondary providers will be required to appoint representatives to attend all regular monthly meetings of the CRSAC as non-voting representatives and may appoint representatives to attend regular monthly meetings of the DDTPAC as non-voting representatives. The representatives to these committees may be appointed to serve on subcommittees as well. The secondary vendor representatives attending the meetings of the DDTPAC and the CRSAC will not have voting privileges, but will be allowed to participate freely in discussions. The purpose of having representatives of the secondary vendors attend DDTPAC and CRSAC meetings shall be to have the vendor representatives answer

questions on any of the monthly reports submitted, to keep the representatives informed on issues relevant to CRS being considered by the committees, to provide input and feedback to the representatives regarding the service provided by each provider, and to enlist the cooperation of the providers in meeting users' expectations for quality service.

The DDTP encourages all providers to appoint deaf or disabled users as the companies' representatives to the DDTP committees.

### III. PROCEDURES FOR NEW PROVIDERS TO JOIN MASTER AGREEMENT

#### A. DDTP Notification

TRS providers who do not participate in this initial bid or who participate in this initial bid and decide to not offer CRS service subsequently in California may provide CRS service in California at any time during the possible five years of service described in this IFB by joining the Master Agreement. A new provider must notify the DDTP contract official named in Section 1 to inform the DDTP of its intention to provide CRS service under this Master Agreement.

#### B. Meeting Technical Requirements

New providers will be required to provide service in accordance with all of the minimum standards described in this BID. New providers must submit all of the responses and documentation required of initial bidders in this process, except that price bids need not be submitted. The required information includes documentation and responses supporting all of the Administrative and Technical Requirements. Any new providers will be designated as secondary providers, as described in this Section. New providers must sign the required Master Agreement, including any revisions or additions thereto established by this bid process.

#### C. Reimbursement

After meeting all necessary requirements, new providers will be eligible for reimbursement for relaying intrastate CRS calls. New providers will be reimbursed at the per minute price established by this bid process.

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## SECTION 5. ADMINISTRATIVE REQUIREMENTS

### I. Introduction

In addition to meeting the technical requirements in Section 6 of this IFB, providers must adhere to all the administrative requirements of this IFB in order to be responsive. These include the rules in Section 2, Rules Governing Competition, the schedule specified in Section 1, Key Action Dates, the format specified in Section 8, Proposal Format, the completion of the cost sheet specified in Section 7, and the administrative requirements of this section.

### II. Customer References

Bidders must provide a list of at least three (3) of their customers who have purchased TRS services or telecommunication services similar in nature, size, and scope to the required TRS described in this IFB. The customers used for reference purposes must be external to the bidder's organization and its corporate organization. Include name, title, address, and telephone number of one contact person for each reference. Customer references will be contacted, and the bidder's past performance will be evaluated to assess the bidder's ability to successfully perform on this project.

### III. Vendor Responsibility, Qualifications, and Experience

Prior to entering into the Master Agreement with providers, the DDTP must be assured that each provider has the commitment and resources necessary to successfully perform under the Agreement. This includes but is not limited to: personnel available for this project in the numbers and with the skills required, equipment and networks of the appropriate type and in sufficient quantity, financial resources sufficient to provide the services required, and experience in similar endeavors. Bidding firms must show that they have been in business for a minimum of three years, successfully providing substantially equivalent services. For joint venture proposals, each participant of the joint venture must meet these requirements.

#### A. Financial Responsibility

To ensure the financial responsibility of the prospective providers, the following items shall be submitted with the Final Proposal:

1. Most recently audited financial statement or 10K Report.
2. Statement of income and related earnings for the previous fiscal year.
3. Cash flow statement for the previous fiscal year.
4. Opinions concerning the financial statements from a CPA.
5. Primary banking source letter of reference.

#### B. Bond Requirements of the Bid

All bidders must submit either a Letter of Bondability, or a Letter of Certificate of Deposit, or a Letter for Irrevocable Letter of Credit with their response to the IFB. Proposals submitted without one of these Letters shall be considered nonresponsive. The minimum requirements of these Letters are listed below.

1. Letter of Bondability  
The Letter of Bondability shall be from an admitted Surety Insurer which states that if the bidder is successful, the surety shall guarantee to execute, within twenty-one (21) calendar days after the date of the contract award, the faithful Performance Bond as required in Section 5.III.C, for not less than \$10 million for consideration as a primary provider or not less than \$1 million for consideration as a secondary provider.
2. Letter of Certificate of Deposit and Letter for Irrevocable Letter of Credit  
This letter, guaranteeing issuance of either a Certificate of Deposit or an Irrevocable Letter of Credit, shall be insured by the Federal Deposit Insurance Corporation and shall state that if the bidder is successful, a Certificate of Deposit or an Irrevocable Letter of Credit will be furnished to the DDTP within twenty-one (21) calendar days after the date of the contract award for the amounts stated above.

C. Bond Requirements of the Master Agreement (Contract)

Within twenty-one (21) calendar days after the date of the contract award, the successful primary provider must submit to the DDTP a Performance Bond, as described below. Failure to submit the required document within twenty-one (21) days will be sufficient grounds for the DDTP to terminate the contract at no cost to the DDTP.

1. Performance Bond

The primary provider must furnish to the Procurement Official identified in Section 1, at no cost to the DDTP, a faithful performance bond in the amount of \$10 million. The bond shall be made payable to the Deaf and Disabled Telecommunications Program. The bond shall be on a form from an admitted surety insurer and must guarantee the provider's compliance with the terms of this contract.

The secondary providers must furnish a similar bond in the amount of \$1 million.

IV. Subcontractors and Suppliers

Each provider who enters into the Master Agreement will be responsible for coordinating and controlling all aspects of implementation, including support to be provided by any subcontractor and/or secondary providers or suppliers. The provider shall be the sole point of contact with the DDTP relative to contract performance.

The provider will be fully responsible for the completion of any work subcontracted.



V. Other Administrative Requirements

- A. Federal Employer Identification Number  
Bidders agree to provide their company's Federal Employer Identification Number (business IRS number) with the submission of a Final Proposal.
- B. Employment of People with Disabilities  
The Deaf and Disabled Telecommunications Program is designed to improve communications with and for people with disabilities. In general support of the DDTP's overall goal of overcoming the disadvantages of those with disabilities, and in recognition of the special and strong contribution people with disabilities can make to the Program, it is expected that the providers will comply with the Americans with Disabilities Act and will employ people with disabilities to the greatest extent possible. The DDTP also wants to encourage providers to consider appointing people with disabilities to serve as the providers' representatives on the DDTP committees.
- C. Minority, Women and Disabled Veteran Business Enterprises Participation Requirements  
In support of California State law advocating state contract participation goals of 15% for Minority Business Enterprises (MBEs), 5% for Women Business Enterprises (WBEs), and 3% for Disabled Veteran Business Enterprises (DVBES), the DDTP desires the bidder to take active steps to seek and employ the active participation of minority-, women-, and disabled veteran-owned businesses in performing the work required by the IFB. In addition, the DDTP requires bidders to seek the participation of disabled individuals or groups or organizations representing disabled individuals in responding to this IFB and performing the work required.

The percentage participation goals that apply to state contracts should be used as guidelines and will not be strictly applied to the contract for this IFB. The bidder must document its efforts to comply with this area in response to the IFB. The bidder must state the names of the minority-, women-, or disabled veteran-owned business enterprises or disability organizations who have been contacted to possibly perform work in connection with this contract. The bidder must also state the nature of the proposed work that would be performed by the business or organization. The DDTPAC reserves the right to contact the businesses and organizations listed by the bidder in order to verify the proposed performance.

## SECTION 6. TECHNICAL REQUIREMENTS

### I. OVERVIEW OF REQUIREMENTS

#### A. Minimum Standards

This section of the IFB lists and describes the specific technical, operational, and functional standards that fall within the scope of the requested telecommunications relay service. Standards in these categories are all listed as "minimum" standards, meaning that each bidder proposing to provide TRS within California in response to this IFB must provide each minimum standard within its proposed TRS. No deviation from or waiver of these minimum standards will be allowed. In addition to any specific information requested on individual minimum standards, bidders shall affirm that each of these standards will be met. Bidders must include all costs to provide these minimum standards in the base price quoted.

#### B. Mandatory-Optional Items

This section of the IFB also describes two Mandatory-Optional items that may or may not be purchased and offered by the DDTP. All bidders are required, however, to quote a separate monthly price for providing these two items. If either item is purchased by the DDTP, it will be purchased at the monthly price quoted by the lowest bidder for that item who also elects to offer CRS services. This low bidder must offer the Mandatory-Optional item selected by the DDTP. The DDTP may award the Mandatory-Optional items to only one bidder.

### II. TECHNICAL STANDARDS

#### A. Hours of Operation

CRS shall operate every day of the year, 24 hours per day.

#### B. ASCII and Baudot

Providers must furnish all necessary telecommunications equipment and software to be capable of communicating with ASCII and Baudot format at any speed generally in use. Providers' service must be able to connect to and communicate in all of the protocols and enhanced protocols used by the TTYs distributed in California through the DDTP at the time of this bid. The two TTY models currently distributed are the Ameriphone Dialogue III-P and the Ultratec Superprint 4420A.

#### C. Transmission Quality

The transmission circuits shall meet or exceed FCC and CPUC interexchange performance standards for circuit loss and noise.

- D. **Network Facilities**  
Adequate network facilities shall be used in conjunction with CRS so that under projected calling volume the probability of a busy response due to loop or trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice network.
- E. **Access Numbers**  
Providers must establish three distinct 800 numbers for access to CRS:  
1) a voice access number; 2) a TTY Baudot access number; and, 3) an ASCII access number. (As described in Section 4, the winning primary provider will be awarded the use of the existing CRS 800 access numbers for voice, Baudot TTY, and Spanish calls. The primary provider will need to designate a fourth 800 number for ASCII access.)
- F. **Speed of Answer**  
Providers must provide adequate staffing to provide callers with an average daily answer time of 7 seconds, to assure that 85% of all calls are answered within 10 seconds. This shall be measured by sampling the average answer time at a minimum of every 30 minutes for each 24 hour period.
- G. **No Answer By Recording**  
No call to CRS will be answered by a recorded message, for voice, TTY or ASCII, except as provided in Paragraph L. of this Section. Only a continuous ringing or busy signal will be used.
- H. **Blockage Rate**  
Average daily blockage rate for all calls into CRS shall be no greater than 1%, to assure a P.O1 grade of service. This shall be measured by sampling the number of calls being blocked at a minimum of every 30 minutes for each 24 hour period.
- I. **Real Time**  
CRS shall transmit conversations between voice and TTY callers in real time.
- J. **Use of ANI**  
CRS shall utilize ANI (Automatic Number Identification) technology so that no caller is required to give his/her originating calling number, except in instances where ANI information is not available from the local exchange company (LEC) or competitive local carrier (CLC).
- K. **Dynamic Call Routing**  
Providers shall utilize dynamic call routing techniques so that each call to CRS is routed to the first available TRS agent within the provider's network.

Bidders may propose a plan for routing calls within their network and must, at a minimum, describe the extent to which dynamic call routing will be used for CRS calls relayed by the bidder.

L. Service Reliability

Providers' systems must be designed to meet the following reliability specifications:

1. Uninterruptible Power  
The uninterruptible power system must support the switch system and its peripherals, switch room environmental, operator consoles/terminals, operator worksite emergency lights and call detail recording.
2. Switching System  
The switching system shall include a redundant CPU on "hot stand by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line system monitoring, real time programming capabilities which will not take the system off line, the ability to perform preventative maintenance without taking the system off line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.
3. Intercept Messages  
Intercept messages as appropriate shall be provided if a system failure occurs within the relay switch, the relay center, or on outbound circuits, and the call cannot be completed or completion may be delayed. Voice, Baudot, and ASCII messages shall be provided. Intercept messages on inbound circuits may or may not be under the control of the provider.
4. Disaster Recovery Plan  
Each provider shall develop a complete disaster recovery plan for dealing with all types of natural and man-made problems. The plan should detail the level of escalation which will be employed to deal with the problem and restore service. A primary requirement is to notify the DDTP Executive Director if a major problem occurs. A major problem is a service outage which results in the inability to complete 10% or more of the incoming CRS calls at the level of service required in this IFB for a period of 15 minutes or more.

M. Types of Calls

Providers shall relay the following types of CRS calls:

1. California intraLATA local and toll calls and California intrastate interLATA calls.
2. Interstate calls originating or terminating in California. (Not billed to the DDTP.)
3. International calls originating or terminating in California. (Not billed to the DDTP.)

4. Calls to 800 numbers, including regionally-restricted 800 numbers, and calls to the business offices of local telephone companies which have special prefixes, all of which would normally be accessible to the TTY user in his/her calling area. Bidders shall briefly describe how access to the regionally-restricted and special prefix numbers shall be accomplished.

Providers may not impose limits on the number of single or sequential calls or on the length of any calls made through CRS.

- N. **Access to Carrier of Choice**  
CRS users shall have access to their choice of interLATA (interstate and intrastate) and intraLATA carriers through the relay service to the same extent such access is provided to voice telephone users in California. Bidders shall describe the methods to be utilized to provide access to the caller's requested carrier. Bidders shall also describe how other carriers will be informed of the process whereby other carriers may complete calls through CRS. Providers shall include information about accessing alternative carriers in appropriate outreach material.
- O. **Presubscription**  
When the California Public Utilities Commission establishes a presubscription mechanism for users to designate their intraLATA carrier(s) of choice, CRS providers shall also implement presubscription procedures so that CRS users may designate their carrier(s) of choice for intraLATA CRS calls. Providers must also implement presubscription procedures for users to designate their carrier(s) of choice for interLATA calls. Bidders shall comment briefly on any proposed CRS presubscription procedures that would be implemented in California.
- P. **Emergency Calls**  
Although all of California is covered by 911 emergency communication centers prepared to handle TTY calls directly, providers must establish procedures for handling and referring emergency calls. Procedures may include referring callers to emergency services.
- Q. **Access to Directory Assistance**  
Providers must provide callers with access to local and long distance directory assistance. Local directory assistance calls must be billed to end users at the same rate that would be billed by the local company serving the end user. Long distance calls must be billed at the provider's tariffed rate or at the tariffed rate of the carrier used on the long distance directory assistance call. CRS callers must be able to access directory assistance through all of the providers' established CRS 800 access numbers. This does not preclude providers from also establishing a separate 800 number for directory assistance. Bidders shall briefly describe how this service will be provided and billed to the end users.

R. Voice Carryover and Hearing Carryover (VCO and HCO)  
Providers shall provide both voice and hearing carryover at the request of the user. Voice carryover allows a TTY user to speak directly to the voice user (non-TTY user) and receive the message typed back on the TTY. Hearing carryover allows a TTY-user to hear directly what the voice user is saying and type back his or her message on the TTY which will be voiced by the operator. Providers' systems shall enable VCO and HCO users to utilize both TTY modes: acoustic mode and direct connect mode. Providers' systems shall allow VCO relay users to set up the call using voice communication without the TTY transmission that is normally required to set up the relay call. Providers systems shall enable the VCO or HCO user to transmit or receive the spoken portions of the call in private (the relay operator shall not be able to hear those portions of the call) when requested by the user.

S. Nationwide TRS Access Numbers  
If the DDTP or the CPUC adopt the use of nationwide, universal N11 or 800 numbers for access to TRS service, which are designed to route the caller to the TRS provider in the state where the call originates, callers using those numbers on CRS calls originating in California will be routed to the primary CRS provider for completion of the call.

T. Operator Assistance for TTY Users  
Providers must provide operator assistance for TTY users (including VCO and HCO) for all calls requiring operator assistance including, at a minimum, operator assistance for:

1. establishing alternate billing arrangements for intrastate, interstate, and international calls,
2. establishing collect, person-to-person and third party calls,
3. credit for wrong numbers or poor transmission (when the provider is also the carrier of the call),
4. call placement for customers having difficulty getting their call through,
5. call interrupt, and
6. busy line verification.

CRS operator assistance shall be for voice-to-TTY, TTY-to-voice, and TTY-to-TTY calls. Once a caller has reached a CRS provider, the caller shall not be required to re-dial a separate number to reach operator services. The CRS provider must either provide the required operator assistance or transfer the call to the provider's operator services. CRS operator assistance shall be provided through all of the CRS provider's established 800 numbers. CRS operators shall directly handle the call in the protocol of the user, i.e., Baudot, enhanced Baudot, or voice. The CRS operator shall not relay the conversation between an operator services operator and the user. The CRS provider may also provide a separate 800 number for direct access to its operator services. DDTP reimbursement for operator assistance shall be at the same minute rate as for CRS conversation

minutes, but shall be for session minutes, beginning and ending with the time that the operator establishes and terminates the call with the caller. That is, reimbursement may be provided for conversation minutes involving only one party. Session minutes shall not include any time that the CRS operator is not connected to the call with either the calling party or the called party. Callers shall not be billed for operator assistance at a rate higher than a voice user would be billed for the same type of operator assistance.

### III. OPERATIONAL STANDARDS

#### A. Minimum Operator Qualifications

1. Relay operators shall demonstrate typing proficiency at a minimum of 45 wpm.
2. Relay operators shall demonstrate skills in English grammar at a minimum of a 12th grade level.
3. Relay operators shall demonstrate spelling skills at a minimum of a 12th grade level.
4. Relay operators shall demonstrate the ability to understand deaf people using limited English and to translate limited typed English to correct spoken English.
5. Providers shall provide during all shifts of CRS operation operators fluent in Spanish in numbers sufficient to meet the demand from Spanish-using CRS callers. Spanish-speaking relay operators shall receive and relay calls in Spanish.
6. Bidders shall briefly describe how applicants will be tested on the above qualifications.

#### B. Operator Training

1. Providers shall train relay operators to effectively meet the specialized communications needs of relay users who are deaf, hard-of-hearing, late deafened, and speech disabled. Operator training shall include, but not be limited to ASL "gloss" and grammar, deaf culture, needs of hard-of-hearing, late deafened, and speech disabled users, and operation of TRS telecommunications equipment. Training shall include both simulated and live on-line call handling. Ongoing training shall be provided to update relay operators when necessary on software changes, revised call handling procedures, and any other ongoing areas necessary for the relay operators to effectively perform their responsibilities.
2. All staff providing service to CRS, including management, shall receive ongoing training in disability awareness, including functional and cultural issues within the deaf, hard-of-hearing, late deafened, and speech disabled communities of CRS users, ethics and confidentiality.
3. Bidders shall briefly describe how training in the areas described above will be provided to staff.



C. Procedures for Relaying Communication

Relay operators must convey the full content, context and intent of the communication they relay. Unless requested otherwise by a user, the operator shall relay all calls according to the following procedures.

1. Relay operators shall translate the limited typed English (or "TTY-ASL") of TTY users into correct spoken English so that non-TTY users can understand the call and communication occurs.
2. Operators shall, to the best of their abilities, let the TTY user know the non-TTY user's tone of voice. For example, the operator can type in parentheses that a person is being rude, is yelling, is laughing, or any background noise that the operator hears.
3. Relay operators shall keep the user informed on the status of the call, such as dialing, ringing, busy, disconnected or on hold.
4. The TTY user shall have the option of telling the operator what aspects of the call he/she will handle. For example, the TTY user may request to introduce relay services to the called party, rather than have the operator do it.
5. The operator shall type to the TTY user or verbalize to the non-TTY user exactly what is said when the call is first answered and at all times during the conversation, unless either party specifically requests otherwise.
6. When the operator needs to explain relay to a hearing user, the operator shall also type "explaining relay" for the benefit of the TTY user. Conversely, when the operator needs to explain relay to a TTY user, the operator will inform the hearing user that the operator is explaining relay. Upon request by the user, the operator shall not announce a call as a relay call, permitting the caller to provide explanation, if any. The operator shall have the option to inform the called party that the caller is deaf or speech disabled unless the caller asks the operator not to do so.
7. When speaking for the TTY user, the operator shall adopt a conversational tone of voice appropriate to the type of call being made.
8. Relay operators shall indicate to the TTY user if another person (non-TTY user) comes on the line.
9. Change of operators during a call is discouraged. If the change is necessary, both parties shall be informed.
10. When a line is busy, the operator shall permit unlimited redials to the busy number, at the request of the caller.
11. All comments directed to either party by the operator shall be relayed. These comments shall be typed in parentheses, for example, "(Can you spell that name back to me?)." All comments directed to the operator by either party shall also be relayed, for example, "(Yes, that name is spelled D-U-N-N-E.)."
12. If either party uses the third person, the operator shall relay in the third person.



13. To correct a typing error, operators shall not backspace, but continue in a forward direction by typing "XXX" (common TTY convention for error) and then typing the word correctly.
14. When in doubt, operators shall verify spelling of proper nouns, numbers and addresses that are spoken. This shall be relayed as discussed in 11. above.
15. If a TTY user initiating a call asks, he/she will be advised of the relay operator's gender and, upon request, switched to an operator of the gender of the caller's choice.
16. The operator will stay on the line until both parties have terminated the call. If necessary to process a complaint or compliment, the call will be transferred to a supervisor.
17. Operators shall not counsel, advise or interject personal opinions or additional information into any relay call. This also means the operators shall not make any value judgements on the profanity or obscenity or legality of any messages. Additionally, relay operators shall not hold personal conversations with anyone calling CRS.
18. Callers shall not be required to give their names or the name of the party they are calling. If names are given, this information shall not be recorded in any form without the permission and knowledge of the caller. It is understood that for some calls, having the full name would help facilitate the call. The operator may ask for that information and explain how it may facilitate the call. The operator may ask for that information and explain how it may facilitate the call. The operator shall not, however, refuse to make a call if the caller does not wish to give names.
19. CRS operators will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the user is speech disabled. This convention shall be explained in all appropriate outreach or informational material distributed by the providers.
20. Operators will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while making a call. Procedures for leaving messages shall include the following steps:
  - a) The relay operator will inform the caller when an answering machine has been reached.
  - b) When the relay caller is a TTY user, the operator will try to retrieve the entire voice message and to convey the message in its entirety to the caller. If the operator is not successful in retrieving and conveying all of the message, the operator will ask the caller if the operator should call again in an attempt to retrieve and convey the remainder of the message. When the relay caller is a voice caller, the operator will relay the answering machine message in its entirety to the caller.
  - c) The relay operator will ask the caller if he/she wishes to leave a message.

- d) The relay operator will leave the caller's message either by voice or by TTY.
  - e) The relay operator will confirm to the caller that the message has been left.
  - f) The caller will be charged for only one call (the last call) regardless of the number of calls required to retrieve and convey the answering machine message and/or to leave a message.
- 21. Operators shall retrieve voice and TTY messages from voice processing systems and answering machines and relay a TTY message to a voice user or a voice message to a TTY user. If more than one call to the answering machine or voice processing system is required to retrieve the entire message, the caller will only be charged for one call (the last call).
  - 22. Bidders shall briefly describe how their operators' use of the above procedures will be insured.

D. Confidentiality

- 1. All calls made through CRS shall be totally confidential, with no written or electronic script kept beyond the duration of the call. Operators and supervisory personnel shall not reveal information about any call, except for any minimum information that may be necessary for billing purposes.
- 2. Relay operators shall be required to sign a pledge of confidentiality, promising not to disclose the identity of any callers or fellow relay operators or any information learned during the course of relaying calls, either during the period of employment as an operator or after termination of employment.
- 3. Operators shall not discuss among themselves or with their supervisors any names or specifics of any relay call, except in instances of resolving a complaint. Operators may discuss the general situation they need assistance with in order to clarify how to process a particular type of relay call. Operators shall be trained to ask questions about procedures without revealing specific information that will identify the parties on the call.
- 4. If a user is in an emergency or life-threatening situation or causes an emergency situation to exist by threatening the operator or the relay center, names and specific information may be disclosed by the operator to a supervisor to expeditiously address the situation.
- 5. Watching or listening to actual calls by anyone other than the relay operator is prohibited, except for training or monitoring purposes or other purposes specifically authorized by the CPUC or the DDTPAC and consistent with CPUC rules.
- 6. Providers must develop a Confidentiality Policy, covering the above points at a minimum. A copy of the Confidentiality Policy shall be provided to a user upon request.
- 7. An operator or supervisor who, after investigation, is found to have violated the confidentiality rules and regulations shall be terminated immediately.

8. The providers shall be restricted to collecting only that personal information necessary to provide and bill for the relay calls being rendered. This information shall not be used for any other purposes.
9. Bidders shall briefly describe their plans for adhering to the above confidentiality requirements.

E. Operator Counseling

Providers are required to establish a counseling and support program that will help operators deal with the emotional aspects of relaying calls. Because operators are not allowed to talk about their calls with other operators, friends, or family, operators need to have access to someone they can talk to and trust.

Operators must be afforded access to either internal or external counseling and support services in a completely confidential manner. Those providing this support must be trained professionals in this area and knowledgeable in the field of communication disabilities. Bidders shall briefly describe their operator counseling programs.

F. Billing Capabilities and Charges

1. CRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.
2. Providers must provide billing to end users for interstate and intrastate (interLATA and intraLATA) calls. Bidders must state the rates that will be used in each jurisdiction.
3. Providers must provide billing for any calling plans subscribed to by the user for local, intraLATA toll, or interLATA calls, if the carrier providing the calling plan is used on the CRS call.
4. Providers must provide billing to end users for charges for collect calls, person-to-person calls, calls to and from hotel rooms, and calls charged to a third party.
5. Providers must provide for end user billing to any California local company calling card and to any non-proprietary interexchange company calling card.
6. Providers must capture billing information in a call detail record, which shall contain, at a minimum, the following information:
  - a) Telephone number or credit card number to be billed.
  - b) Originating telephone number
  - c) Terminating telephone number
  - d) Date
  - e) Start time (the time the calling party is actually connected to the called party or to an answering machine at the called party's number or to a recorded message or intercept for the called number)

- f) End time (the time when either the called party or the calling party hangs up)
- g) Call time to the nearest full second (the time in between the start time and the end time).

The system capturing this information must be automated as completely as possible.

- 7. Bidders shall briefly describe how the above billing capabilities and requirements will be met.

#### IV. FUNCTIONAL STANDARDS

##### A. Complaint Resolution

- 1. The providers must establish procedures for receiving and responding to complaints, inquiries and comments regarding CRS services. The procedures must allow for appeal to the DDTPAC through the CRSAC and must describe CPUC appeal procedures as well. These procedures shall be explained in appropriate CRS outreach or informational material.
- 2. The providers shall insure that any caller to CRS having a complaint will be able to reach a supervisor or administrator while still on line during a relay call.
- 3. All complaints received by supervisors or in writing shall be documented, including their resolution, and kept on file and available to the DDTPAC or the CRSAC upon request.
- 4. Bidders shall briefly describe their complaint resolution procedures.

##### B. User Assistance

Providers must establish a separate toll-free number that users may access to receive information on how to place a CRS call, tips for improving the efficiency of relay calls, information on billing for calls, or information on features and functions offered by the provider. The separate toll-free number must be accessible to TTY users and non-TTY users.

##### C. Public Access to Information

- 1. Providers are required to publish at their own expense their CRS access numbers in all local exchange company telephone directories in California. The numbers must be listed under "California Relay Service," with a referral listing under "CRS," stating "CRS - see California Relay Service." Providers may also assure that callers in their service areas are aware of CRS availability and use through disseminating information in periodic bill inserts.
- 2. The listing of the primary vendor may be in **BOLD** type, and the primary vendor may request to have its listing put first among all of the CRS numbers, subject to the rules and provisions of the local exchange company directories.

D. Outreach and Promotion

All CRS providers will be expected to advertise and promote their services.

All providers must provide to CRSAC copies of any print or video educational, outreach, or promotional materials produced specifically for distribution in California. Print and video outreach material must contain the name of the CRS provider and the name of "CRS" or "California Relay Service" with the description "funded by the Deaf and Disabled Telecommunications Program." The DDTP reserves the right to pre-approve any outreach material produced especially for California and reserves the right to require the provider, at the provider's expense, to correct any erroneous or inaccurate outreach material produced without the DDTP's pre-approval.

V. ADHERENCE TO FCC STANDARDS

All minimum standards and regulations relating to TRS adopted by the FCC and found in 47C.F.R.64.601 *et. seq.* are hereby incorporated by reference as minimum standards required in the context of this IFB, whether or not said standards are specifically mentioned, named, or referred to in this IFB.

VI. ADHERENCE TO CPUC REQUIREMENTS AND STANDARDS

All applicable requirements of the California Public Utilities Commission applying to telecommunications providers are hereby incorporated into this document as requirements of all CRS providers.

VII. REPORTING REQUIREMENTS

A. Invoice Reports

The following information will be reported monthly by each CRS provider as supporting documentation with the provider's invoice. This information must be reconcilable data taken from a switch report or other similar auditable mechanized source. Each provider's invoice is due by the 7th calendar day of the month following the month of service.

1. Total Monthly Minutes of Service - reported as "work time"
2. Total Monthly Minutes of Service - reported as conversation time (defined in Section 7)
3. Total Monthly Interstate Minutes of Service - reported as conversation time (to be subtracted from line 2)
4. Total Monthly International Minutes of Service - reported as conversation time (to be subtracted from line 2)
5. Total Monthly Interstate and International Minutes of Service
6. Total Monthly Billable Minutes of Service - reported as conversation time (line 2 minus line 5)
7. Applicable Price per Minute of Service for Minimum Standards
8. Total Monthly Service Compensation for Minimum Standards (line 6 X line 7)

For Vendors Providing Speech to Speech Service

9. Total Monthly Minutes of Service for Speech-to-Speech Service - reported as conversation time (if applicable)
10. Total Monthly Billable Charges for Speech-to-Speech Service (if applicable)

For Vendors Providing Video Relay Service

11. Total Monthly Minutes of Service for Video Relay Service - reported as conversation time (if applicable)
12. Total Monthly Billable Charges for Video Relay Service (if applicable)

B. Traffic Reports

The following information will be reported monthly by each CRS provider. The monthly traffic reports are due by the 14<sup>th</sup> calendar day of the month following the month of service. One paper copy of all required reports shall be submitted to the DDTP office, and the reports must also be available in electronic media.

1. Monthly total number of CRS Inbound calls and monthly total number of CRS Outbound calls by jurisdiction
  - a) Local
  - b) Intrastate/IntraLATA (toll)
  - c) Intrastate/InterLATA
  - d) Interstate
  - e) International
  - f) Monthly subtotal Inbound and Outbound calls (total of lines a. through e.)
  - g) Uncompleted calls (inbound calls with no completed outbound call, EX. busy, no answer)
  - h) Monthly Total Inbound and Outbound Calls (total of lines g. and f.)
2. Monthly total number of CRS Inbound calls and monthly total number of CRS Outbound calls by call type
  - a) TTY-Baudot
  - b) ASCII
  - c) Voice
  - d) VCO
  - e) HCO
  - f) Calls identified by "s". (These calls will also be included in categories a., b., or e. above.)
  - g) Calls involving Spanish users as the calling or the called party. (These calls may also be included in any of the categories above.)
3. Call Statistics on Speech-to-Speech and Video Relay Calls
  - a) Speech-to-Speech calls (if applicable), reported daily in one-hour increments
  - b) Video Relay calls (if applicable), reported daily in one-hour increments
4. Monthly average length of call by the following types

- a) Average length of call based on "work time" for inbound calls and for outbound calls
  - b) Average length of call based on conversation time for inbound calls and for outbound calls
  - c) Average length of call based on conversation time for
    - i) TTY-Baudot calls
    - ii) ASCII calls
    - iii) Voice calls
    - iv) VCO calls
    - v) HCO calls
    - vi) Speech-to-Speech calls, if applicable
    - vii) Video Relay calls, if applicable
5. Average speed of answer (ASA) for all calls into CRS, reported for each location where CRS calls are answered
- a) Daily ASA
  - b) Daily ASA, reported in 4-hour increments
  - c) Monthly ASA
  - d) Summary sheet, showing total daily and monthly ASA for all locations
6. Total monthly number of calls handled, reported for each location where CRS calls are answered
- a) Total daily inbound calls
  - b) Total daily outbound calls
  - c) Total monthly inbound calls
  - d) Total monthly outbound calls
  - e) Summary sheet, showing total monthly inbound and outbound calls handled at each location and percentage of total monthly calls handled at each location
7. The following service statistics should be reported for each location where CRS calls are answered
- a) Average daily number of calls in queue, waiting to be answered
  - b) Average daily length of time in queue
  - c) Average daily blockage rate
  - d) Summary sheet, showing the above statistics totaled on a monthly basis for all locations
8. The following statistics should be reported by originating NPA
- a) Total monthly number of CRS inbound calls by originating NPA

C. Budget Reports

On an annual basis, each CRS provider will be required to report to the DDTP a forecast of minutes of service for the upcoming calendar year. Providers shall report their forecasted number of Total Billable Minutes of Service by month for the upcoming 12 calendar month period. Providers shall apply the appropriate price per minute of service to the monthly forecasts to arrive at a total forecasted service compensation by month and for the total year. Providers shall include back-up documentation supporting any growth rates or other methods used to forecast minutes of service.

D. Complaint Reports

Providers shall submit monthly summary reports to the program indicating major topic areas of complaints and number of complaints received in each area.

E. Evaluation Reports

The DDTP reserves the right to establish an evaluation of CRS services or to require reports of service evaluations performed by providers. The DDTP also reserves the right to audit CRS providers, at DDTP expense, to assess compliance with any and all contract requirements.

F. Records Maintenance

All providers shall maintain a complete file of all records, documents, communications, and other materials which pertain to the operation of the service or the delivery of services under this Agreement. Such files shall be sufficient to properly reflect all direct and indirect costs of labor, materials, equipment, supplies and services, and other costs of whatever nature for which contract payment(s) is made. These records shall be maintained according to generally accepted accounting principles and shall be easily separable from other provider records.

VIII. MANDATORY-OPTIONAL ITEMS

This subsection describes two Mandatory-Optional service features that the DDTP would like to consider offering as part of CRS. All bidders must provide separate monthly prices for these two items, but the DDTP reserves the right to purchase one, both, or neither of these features. As described in the Cost Section, the DDTP will reimburse providers above and beyond the basic rate for providing either one or both of these features.



A. Speech-to-Speech Service

1. Description

Speech-to-Speech Service is a TRS enhancement which enables a speech disabled person to use CRS with his or her own voice or voice synthesizer, rather than by using a TTY. Speech-to-Speech will provide trained operators who will function as human translators for people with speech disabilities who have trouble being understood on the telephone. The CRS operators will repeat the words of the speech disabled caller (as speech interpreters do in a face-to-face setting) to whomever the person with the speech disability is calling. The service also works in reverse, so that "speech able" users may call speech disabled persons through CRS.

2. Technical Standards

- a) Speech-to-Speech service must meet all of the minimum CRS standards described in this IFB, unless the requirement is superseded by another requirement stated in this section.
- b) Speech-to-Speech shall have its own separate 800 number. The 800 number chosen will have as many of the same digits as possible, with preferably no zeros, threes, or sixes.
- c) Speech-to-Speech operators must be able to increase the volume with which they speak, as some people with speech disabilities also have a hearing loss.
- d) Speech-to-Speech users may make regular calls to TTY users through Speech-to-Speech.
- e) Users shall be allowed to submit (by telephone to an operator or by other means) a list of names and telephone numbers of people who they call regularly. Each entry would have a number, and operators could call up the lists to the screen by invoking the caller's telephone number. This requirement is necessary because operators may have particular trouble understanding the name and telephone number of the person who the speech disabled customer is calling; unlike other utterances, this information has no context.
- f) An open line with no switching must be provided so that the operator, the speech disabled caller, and the speech-able caller can all hear each other at all times. The outcome would be similar to that observe in three-way calling. An open line also allows the speech-able caller to acknowledge comprehension if they understood the speech disabled person, but the operator did not.
- g) Speech-to-Speech service must include access to local and long distance directory assistance.
- h) Each new user shall have the option of using an identification number during his or her first 30 Speech-to-Speech calls. The provider must provide individualized call statistics to the DDTP by identification number upon request. The provider must also supply the DDTP with the name and telephone number of each such self-

identified user upon request. The provider is also required to inform the user that use of an identification number is entirely optional and may result in the release of the user's name and telephone number to the DDTP for outreach and education purposes.

- i) Callers shall have the option of asking for people with speech disabilities by name rather than by telephone number. The CRS Speech-to-Speech provider is expected to maintain a database of user names and associated numbers for this purpose.

3. Operator Qualifications

- a) The operators' hearing must be tested to assure that they are competent to understand people with a variety of speech disabilities. The vendor shall define acceptable operator hearing acuity levels after six months of service operation. Operators shall also be screened to assure their ability to understand the irregular speech patterns of people with speech disabilities.
- b) The line supervisor will identify operators and remove them from Speech-to-Speech duties:
  - i) if their hearing or concentration has become impaired because of a cold or other (temporary or permanent) medical condition,
  - ii) if they are no longer extremely patient with customers' speech and respectful of them.

4. Operator Training

- a) Adequate training on Speech-to-Speech service and speech disabled users must be provided to all personnel who will be interacting with speech disabled users and/or operators who complete Speech-to-Speech calls, including counseling personnel, customer service representatives, and user assistance and complaint resolution personnel.
- b) Calls will only be transferred to supervisors who thoroughly understand and respect the Speech-to-Speech protocols, requirements, and philosophy.
- c) The vendor is encouraged to develop a small bank of operators for the service. This bank must be large enough to handle the traffic, but small enough so that operators become accustomed to most of the users' speech patterns.
- d) Training of operators doing Speech-to-Speech must include at least 8 hours of training specific to that service, 2 hours of which is training specific to voicing for voice synthesizer users. Training must include experiencing a variety of speech disabilities, possibly partly through video.
- e) The Speech-to-Speech provider must designate an individual to serve as the liaison to CRSAC on Speech-to-Speech issues and to

work with the CRS Specialists on the Speech-to-Speech outreach program.

5. Procedures for Relaying Communication

- a) Operators shall never guess what the speech disabled caller says, but will request clarification.
- b) If a line is busy, the operator will immediately repeat aloud the number dialed to verify that the operator understood the number correctly.
- c) Users may dictate a message to be left on an answering machine in the operator's voice.
- d) After each call, operators will offer to make another call.
- e) While operators may not counsel, advise, or interject personal opinions into a conversation, they may ask questions to clarify what was said particularly if the meaning or context is unclear. Apple differs from ample, articulate differs from article, interest differs from inter-test, pants differs from Lance.
- f) Operators may interact with users having a problem using the service and to reassure new users. Operators may reassure users that the user was understood.
- g) Operators may also interact with users to help the user use the service more effectively. This is particularly necessary in helping developmentally delayed users with short-term memory loss. For example, they may correct a telephone number that the user receives from one caller and then repeats in error to the operator in requesting another call. Operators must never attempt to assist users in ways that could interfere with the user's independence. The above directions may appear self-contradictory but are not in light of the wide variance in intellectual capacity within this user group. An opportunity for an operator to facilitate communication takes priority over transparency. However, the operator must not facilitate if there is great risk of diminishing communication.
- h) Given the limited telephone experience and delayed social development of some users, operators will prompt users leaving messages on answering machines who forget to leave their name and/or telephone number.
- i) Operators will avoid informality interpretable by users as patronizing. Adult users must always be treated as mature adults regardless of their behavior.
- j) Before dialing, the operator will ask, "Shall I tell the party who's calling?"
- k) Provider is encouraged to use the same operator throughout the Speech-to-Speech call. When a change of the operator is necessary, it shall only occur at the end of each conversation. Operator change is permitted during a conversation at the request of the user or if the operator becomes physically incapacitated.

Operator change is very disruptive to speech disabled users. It prompts fear that the new operator may not understand them as well as the first operator did. Operator change is rarely necessary during Speech-to-Speech calls as repetitive motion injury (RMI) is not an issue.

- l) At the start of the call, the operator will announce that she will voice for the speech disabled person throughout the call unless both parties ask her to stop.
  - m) Some people with speech disabilities can be clearly understood if allowed to speak uninterrupted; they don't need operators to voice for them, they just need the other party not to interrupt them. Such customers may request the operator to only repeat what they say when the speech-able customer misses a word.
  - n) The Speech-to-Speech operators' room should be quiet and the partitions between the operators' stalls should be sound proof enough so that operators can concentrate intensely on hearing the caller's speech.
  - o) Operators must be able to retain information from one inbound call for use in a subsequent outbound call, and such information shall be retained for the duration of the inbound call.
  - p) The vendor will provide voicing for people with speech disabilities calling each other, for both parties.
6. Reporting Requirements
- a) CRSAC may request input directly from the operators through the use of periodic surveys as the Program deems necessary.
  - b) Speech-to-Speech calls will be tallied separately from TTY calls made using the "s".
  - c) The Speech-to-Speech provider shall provide all of the Traffic Reports required in this IFB (at Section 6.VII.B.) separately for Speech-to-Speech calls.
7. Bidding Information
- Bidders must provide a description of how Speech-to-Speech Service will be provided in connection with CRS. This description must include an estimate of Speech-to-Speech call volumes during the first 12 months of operation and a description of how the operators' stations will be set up and equipped to provide the service. Bidders must also comment on their planned training program for Speech-to-Speech operators.

## B. Video Relay Service

### 1. Description

Video Relay Service is an interactive full-motion video service that utilizes an interpreter at CRS (or another designated location) to relay calls from sign language users to voice users without the use of a TTY. Video Relay Service allows translation from sign language to voice, rather than from TTY text to voice. A video camera and other compatible equipment

located at the interpreter's location transmits the interpreter's image to the CRS user's location, and video equipment located at the CRS user's location transmits the user's image to the interpreter. A voice CRS user may also use Video Relay Service to place a call to a sign language user who is at a location equipped with the proper video equipment. For the Video Relay Service offered in connection with CRS, providers will provide the interpreter and compatible video equipment (including PC, software, etc.) at a designated location, and the CRS user will provide the compatible video equipment at his or her location. Users will access the Video Relay Service using existing video-equipped locations to access CRS. Bidders must describe the characteristics of their Video Relay services, including the transmission speed and the platform or protocol used for the video transmission to assure maximum compatibility with the users' video equipment.

2. Operator Qualifications and Training

Video Relay Service interpreters function as fully-trained CRS operators. Video Relay Service interpreters must receive all of the normal operator training provided to all CRS operators. In addition, Video Relay Service interpreters must be RID certified interpreters at the CSC or CI/CT Level OR must be CCASD/NAD certified interpreters at Level 4 or Level 5. Video Relay Service interpreters must adhere to the RID Code of Ethics.

3. Standards

CRS Video Relay Service shall be provided at a minimum rate of 128 kbps over ISDN lines and at a minimum refresh rate of 15 frames per second, and shall comply with the video H.320 standards.

Video Relay Service must be available for 16 hours a day, (6 a.m. to 10 p.m.) with a minimum of 2 interpreters available at all times during the 16-hour period. Video Relay Service must meet all of the minimum CRS standards established in this IFB. Providers may establish a separate 800 or other toll free access number for Video Relay Service.

4. Bidding Information

Bidders must provide a description of how Video Relay Service will be provided in connection with CRS. This description must include an estimate of Video Relay call volumes during the first 12 months of operation and a description of how the video equipment and interpreters will be configured to meet the call demand. The description must also comment on how qualified interpreters will be hired.

## SECTION 7. COST

### I. PRICING AND REIMBURSEMENT BASIS

#### A. Pricing Basis

Prices in response to this IFB and ultimate reimbursement to the providers for the minimum required service will be based on a price per conversation minute. A conversation minute shall include the time the calling party is connected to the called party or to an answering machine at the called party's number. A conversation minute does not include time in queue (call is ringing, waiting for a live answer), call set-up, call wrap-up, or calls that reach numbers that are busy or receive no answer or receive intercept messages for the called number. Conversation minutes shall be the same as minutes recorded for caller billing purposes.

#### B. Award Basis

The qualified bidder who submits the lowest price per conversation minute for the minimum required service will be designated as the primary provider. The price quotation sheet submitted by the primary provider will be used for the reimbursement paid to all providers who ultimately participate in the Master Agreement. The primary provider's price quotation sheet will be designated the Master Price Sheet, and all providers will receive a copy. The lowest bidder's price quotation sheet(s) (for the lowest bidder of the Mandatory-Optional items who chooses to become a CRS provider) will be designated the Master Price Sheet(s) for the Mandatory-Optional items.

#### C. Reimbursement Basis

Each month, each provider will submit the actual number of total CRS conversation minutes relayed during the previous month (Total Monthly Billable Minutes of Service) and will multiply the total number of minutes by the appropriate price per conversation minute listed on the Master Price Sheet to arrive at a Total Monthly Service Compensation. This information shall be submitted in the form of the invoice described in Section 6.VII. Reporting Requirements. Providers will be reimbursed for conversation minutes associated with the minimum required service at the price established in the Master Price Sheet for the minimum required service and will be reimbursed for costs associated with the two Mandatory-Optional items (if applicable) at the monthly prices established in the Master Price Sheets for each of the two Mandatory-Optional items.

#### D. Premium for Low Call Volumes

Providers who relay 300,000 conversation minutes or less per month will be paid 5% over the price established for the minimum required service in the Master Price Sheet. This reimbursement premium for low call volumes will apply for all

months within the provider's first 12 months of operation in which conversation minutes for those months amount to 300,000 or less.

## II. START-UP OR TERMINATION EXPENSES

The DDTP will not pay to any provider any lump sum or other start-up expenses for a relay center or service or for any expenses incurred in the preparation of a bid proposal.

The DDTP will also not pay to any provider any lump sum or other expenses for close-down or termination costs at the time the provider ceases to provide service under the Master Agreement.

## III. PRICE QUOTATION

### A. Minimum Required Service

The price quoted for the minimum required service shall be inclusive of all costs necessary to deliver service to the mandatory minimum standards defined in this IFB.

### B. Mandatory-Optional Items

The prices quoted for the two Mandatory-Optional items shall be separate from the price to deliver the service to the mandatory minimum standards and shall be inclusive of all costs necessary to provide the items as described in Section 6.

### C. Binding Offer

All prices contained in the price quotation sheet shall be binding on the bidders and are not negotiable. Any pricing proposal that is incomplete or contains significant inconsistencies or inaccuracies may be rejected. No deviations, qualifications, or counter offers will be accepted. The DDTP reserves the right to reject all bids.

Deaf and Disabled Telecommunications Program  
California Relay Service Proposal

PRICE QUOTATION - MINIMUM REQUIRED SERVICE  
PRICE PER CONVERSATION MINUTE  
FOR YEARS ONE THROUGH FIVE

\$ \_\_\_\_\_.  
per conversation minute

Providers relaying 300,000 conversation minutes or less per month will be paid 5% over the established price for each month during the first 12 months of that provider's service in which total CRS monthly conversation minutes amount to 300,000 or less.

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
DATE



Deaf and Disabled Telecommunications Program  
California Relay Service Proposal

PRICE QUOTATION - VIDEO RELAY SERVICE  
PRICE PER MONTH

\$ \_\_\_\_\_.  
per month to provide  
Video Relay Service

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
DATE

Deaf and Disabled Telecommunications Program  
California Relay Service Proposal

PRICE QUOTATION – SPEECH-TO-SPEECH SERVICE  
PRICE PER MONTH

\$ \_\_\_\_\_  
per month to provide  
Speech-to-Speech Service

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
DATE